

Interview with Fabian Campo, Head of After Sales Service at X-RIS

# From reaction to preventability

How X-RIS uses BLOX data to turn service from emergency response into planned performance.



## Service shift through data

Unplanned downtime puts immediate pressure on production, service teams, and customer trust. At X-RIS, service used to begin with phone calls, assumptions, and urgent travel. With BLOX, that reality has shifted toward preparation, predictability, and data-driven decisions.

Fabian Campo joined X-RIS nine months ago after spending 15 years in industrial electrical distribution and management. Drawn by the company's mentality and long-standing relationship as a former customer, he took the step into high-voltage X-ray technology as a new professional challenge. Today, he leads after-sales service, responsible for keeping customer systems operational through coordinated maintenance and repairs. Based in Liège, Belgium.

## When every call means production is already at risk

Before BLOX became part of daily service at X-RIS, every unexpected shutdown began the same way – with a phone call and too many unknowns. As Fabian puts it, "Before BLOX, when a customer called, we had no data. We asked many questions, but often the operator didn't really know what had happened. So, we had to travel to the site and start from zero."

A customer would call. The system was down. Production was stopped - the operator could only describe what they saw on the screen. For Fabian Campo and his service team, the first hours were always spent asking questions without seeing the

machine. If the issue could not be solved remotely, a technician had to be sent on-site, often without knowing whether the real problem was the X-ray tube, the generator, the cable, or the cooling system.

Once on site, the work often turned into manual fault-finding under pressure. "We remove the cable, check the tube, check the generator, check the cooler – everything. Sometimes it is very difficult. It's real detective work." All while every hour of downtime meant lost production for the customer. What made it harder was the human factor.

Operators with different levels of training would react differently to the same warning. Some would repeatedly reset the system, hoping it would recover. As Fabian explains: "Sometimes the operator just resets the machine again and again and again. But the machine still doesn't work. This can make the problem much worse." In those moments, service was not about optimization. It was about damage control.

## From experience to data-backed authority

At X-RIS, service is not a support function in the background. It is a core pillar of the company's approach to building long-term customer relationships. As Head of After-Sales Service, Fabian Campo is directly responsible for keeping customer systems operational – and for protecting both uptime and trust. "My job is to make sure our customers' systems work properly and stay operational," Fabian explains. "I coordinate the maintenance and the repairs with my technical team."

**"Before BLOX, when a customer called, we had no data. We asked many questions, but often the operator didn't really know what had happened."**

Fabian Campo, Head of After Sales Service



The Dxbox-320-5 shown here is a fully automated system from X-RIS.

With BLOX in daily use, that responsibility is no longer carried by experience alone. Service decisions are now anchored in data. "With BLOX and the technician together, the diagnosis is already 90 percent correct before we arrive on site," he says. Instead of relying solely on operator descriptions and assumptions, the team can now see how the system actually behaves over time.

Irregular shutdowns, arcing events, and duty cycle violations are visible, documented, and traceable. This shifts the entire dialogue with customers from speculation to facts. "For me, the best part of BLOX is the graph," Fabian says. "I can show the customer directly where the problem is - it's visual, it's clear, and they trust it."

That shared visibility changes how recommendations are received. "When I show the data, the customer understands immediately," Fabian explains. "Then it is no longer just my opinion - it is what the machine is telling us." In that moment, the service team steps into the role of a consultant rather than a reactive problem-solver.

Over time, this changes the tone of the relationship. The service team is no longer seen only as a repair

function. They become a trusted technical partner, one that helps customers make the right decisions before production is affected.

### **When data turns service into a measurable advantage**

With BLOX, service preparation at X-RIS starts before a technician ever travels to the site. By reviewing historical system data, Fabian's team can see exactly when arcing events occur, how often irregular shutdowns happen, and whether the tube is being operated outside its recommended window. "With BLOX, we can see the problem before we go," Fabian explains. "We can prepare the tube, the generator, and the cooler before traveling to the site."

Where diagnosis used to be uncertain, BLOX now enables near-complete clarity in advance - this fundamentally changes how service interventions are planned and executed.

**The impact is tangible and operational:**

- Fewer blind service visits
- Faster root-cause identification
- Reduced emergency interventions
- Better preparation for planned maintenance
- Lower risk of secondary damage caused by repeated resets or continued operation after arc events

That risk reduction is critical in daily operation.

BLOX also provides full transparency in warranty discussions, a direct business advantage for X-RIS. When components fail due to misuse, the service team can now document exactly how the system has been operated.

“With BLOX, we can show the customer: this is how the tube was used,” Fabian explains. “If it is outside the data sheet, the warranty does not cover this - we cannot pay for bad utilization.” For X-RIS, this reduces unjustified warranty claims, limits unnecessary replacement costs, and protects margins, while keeping customer dialogue factual and transparent.

For customers, the value is equally concrete. Instead of waiting for a tube or generator to fail and facing long delivery times, they can plan replacements in advance. “It’s always better to replace before it breaks,” Fabian says. “That saves the customer a lot of money.”

What used to be reactive troubleshooting has become a controlled, data-driven service process, with direct impact on uptime, cost, and operational stability.

**Future vision – toward continuous, integrated system intelligence**

For Fabian and the X-RIS team, BLOX is already a powerful diagnostic tool. But in their view, its real potential extends beyond what is possible today. “For the moment, BLOX is very strong for diagnostics,” Fabian says. “But the next step is to make it fully part of our daily software.”

Pierre-Emmanuel, Technical & Customer Service and Fabian Campo, Head of After Sales Service



Today, BLOX insights require a separate workflow. Fabian's vision is clear: tight integration with the X-RIS Maestro platform. "If BLOX could be directly inside Maestro, that would be ideal for us," he explains. "For the technician, it would be very nice to get the BLOX report directly into the system. Today, we still need to download it, it's a two-step process."

Looking ahead, Fabian also sees strong potential in automation rather than manual interpretation. "It would be very interesting if BLOX could send automated warnings," he says. "If the system detects three arcs in one week, we should immediately see that in the software."

In that future model, service would no longer react to shutdowns after they happen. It would act while production is still running. "Then we don't wait for the breakdown," Fabian explains. "We can plan the intervention before the stop." For Fabian, this future is not about adding more complexity. It is about making the system simpler, clearer, and faster for everyone involved – technicians, service managers, and customers alike.

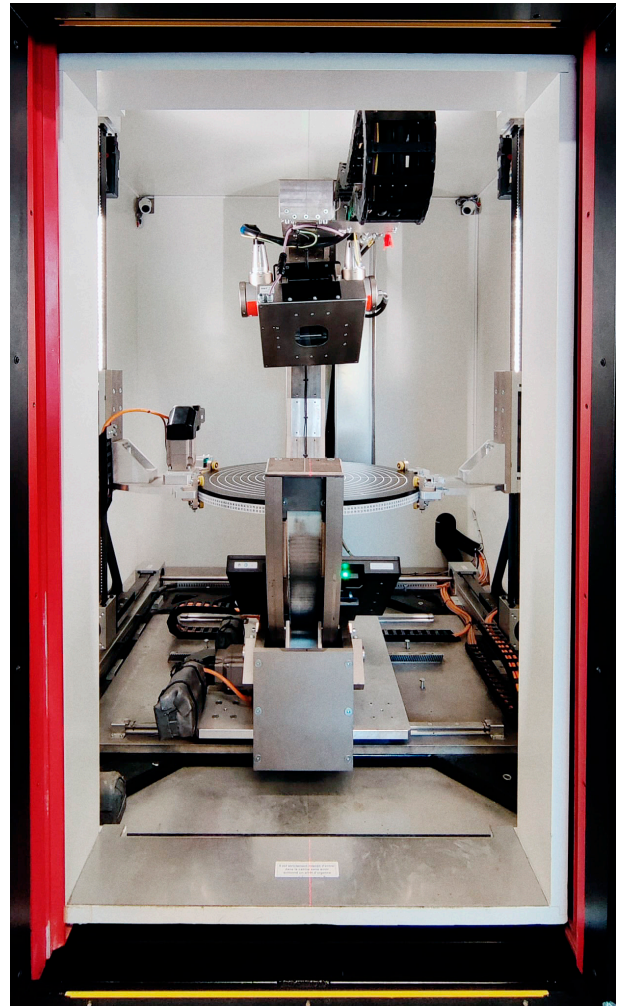
## **Wrap-up – when service becomes a performance asset**

With BLOX in daily operation at X-RIS, service has shifted from reactive failure response to active performance protection. What was once uncertainty is now visibility. What was once an emergency response is now a planned action.

For customers, the value is immediate and measurable: "It's always better to replace before it breaks," Fabian says. "That saves the customer a lot of money." Planned maintenance replaces emergency stops. Downtime becomes predictable, and production stays in control.

### **Time is recovered through preparation instead of repetition.**

"With BLOX, we don't go blind anymore," Fabian explains. "We go to the customer knowing what we will fix." Risk is reduced through early warning and behavioral correction. "If the customer keeps resetting after arcs, they can break the whole



The Dxbox-450-C5 shown here is a fully automated system from X-RIS designed for casting inspection.

image chain," he says. "With BLOX, we can stop that before it becomes heavy damage."

### **Trust becomes a visible asset in the relationship.**

"When I show the data, the customer understands immediately," Fabian says. "Then it's not just my opinion – it's what the system is telling us." For X-RIS, this means stronger partnerships, lower warranty exposure, higher service efficiency, and protected margins. For customers, it means stability, confidence, and control over their production.

What BLOX ultimately delivers is not only data but also a shared foundation for better decisions on both sides of the service relationship.

### **From preventive service to trusted partnership**

Customer centricity and preventive action have been at the core of X-RIS' philosophy for the past few years. With BLOX, that philosophy is not only reinforced but made operational. X-RIS is proud of this shift, because it reflects how the company sees itself - as an innovator, and as a partner its customers can rely on.

Across the installed base of X-ray systems using Comet iVario generators, X-RIS has remote access to around 80% of its systems in the field.

Through Maestro, this data is analyzed via BLOX, enabling preventive insights long before issues escalate. This positions X-RIS at the forefront of preventive service delivery, setting them apart as a frontrunner in at-line, in-line, and laboratory X-ray applications.

**"With BLOX, we can see the problem before we go and prepare the right components in advance."**

Fabian Campo, Head of After Sales Service

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